

Get Gephardt: Mysterious Phone Fees

(KUTV) SALT LAKE CITY Have you taken a close look at your phone bill lately? You may see charges on there you never knew about and did not authorize. Several people started seeing these fees, and decided to Get Gephardt.

Take a look at your phone bill. Do you know what all those fees and charges are for?

Do you think in all the lists, someone might be able to sneak in a charge, and you would pay it, and never notice?

There is no question that Sandra Remy in Pleasant Grove has monthly service.

And her monthly Qwest bill reflects monthly services for \$8.50.

But wait a minute, Sandra and Dennis say that \$8.50 is in addition to their regular, monthly service phone bill.

When they called Qwest, "they said it they thought we were spammed. That somebody had put this on without our approval," says Dennis Remy.

Same thing for Dave Hancock in Riverton.

When he finally noticed, the \$8.50 charge had been going on for 2 years.

"I have no idea who they are, or what these charges represent," says Hancock.

We found out the charges are coming from a company called Discounted Telecommunication Services.

And that \$8.50 monthly services charge is for directory assistance.

But these people don't use directory assistance by phone.

Sandra Remy say, "i thought it was a tax the first time i saw it."

"I wonder how many thousands of people out there are being charged \$8.50," asks Dave Hancock.

None of the people who have called me say they ever signed up for such monthly charges for directory service.

When we called Qwest about all this, they said 'we only process the bills. And anyway, the telephone for the company they are billing for is printed right on the bills.

That number appears nowhere on the Remy's bill.

So we asked Qwest to at least print on the bill a description of the services, not something misleading like 'monthly services'.

In the meantime, apparently anybody who actually catches the charge and complains to Discounted Telecom gets their money back.

We asked Qwest if this series of complaints might warrant a little investigation.

They told us they collect the bills and are not regulators.

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